

Naval Hospital Camp Pendleton

Qualifications to serve you

What is the Joint Commission on Accreditation of Healthcare Organizations (JCAHO)?

As an independent agency, it accredits more than 10,000 of the nation's hospitals and home health agencies, and more than 5,000 other health care organizations tri-annually. Accreditation by JCAHO is the "seal of approval" which indicates that an organization meets established performance standards.

Measures of Excellence	Our Score	Civilian Average
NHCP August 1998 Overall JCAHO Score (100% is highest; 0 is lowest)	95%	92%
	JCAHO Subscores (1 is highest; 5 is lowest)	
Credentialing - Certifying that healthcare professionals are licensed and qualified to provide care	1	
Nursing - Assuring that patients receive the highest quality nursing care and services	1	
Patient Rights and Organizational Ethics - Improving patient outcomes by respecting each patient's rights and conducting business relationships with patients and the public in an ethical manner	1	
Improving Organizational Performance - Continuously improving patient health outcomes	1	
Infection Control - Monitoring the rate of hospital infections and taking measures to minimize their occurrence	1	
Competence Assessment - Verifying that healthcare professionals are actually providing quality healthcare	2	
Management of Information - Managing information to improve patient outcomes	2	
Home Health	99%	90%
Percentage of All Physicians who are Board Certified - Military and Civilian Staff Physicians	90%	82%
Percentage of Military Registered Nurses with a Bachelor of Science Degree in Nursing or greater	100%	34%

Measures of Excellence	Our Score	Civilian Average
Customer Satisfaction		
Overall satisfaction with medical care at NHCP (7 is highest; 0 is lowest)	5.98	5.63
Quality Average (5 is highest; 0 is lowest)	4.06	3.72
Interpersonal Relationship Average (5 is highest; 0 is lowest)	4.00	3.66
Ease of making a phone appointment to NHCP (5 is highest; 0 is lowest)	3.60	3.73
Satisfaction with waiting time at NHCP clinics before seeing your health care provider (5 is highest; 0 is lowest)	3.29	3.34

Waiting Times for Major Services

Obstetrics	11 days
Gynecology	11 days
Acute Care Clinic	2 hours
Orthopaedics	13 days
Pediatrics: Routine	8 days
Pediatrics: Acute	1 day

Please note: Waiting times are defined as the number of days a patient would expect to wait before being seen for an appointment.